

# NICE inContact CXone Avaya Transition Package

Elevate your customer experience in the cloud

As an Avaya customer, you probably have more questions than answers right now. While the future may seem uncertain, it doesn't have to be. Now is the time to take action and protect the commitment you've made to your customers, employees and the future of your contact center. NICE inContact is ready to help you move to the cloud and put uncertainty in the past.

## Modernize Your Customer Experience Platform, Now

It is time to move to the future and leverage the power of a true cloud native platform — one that comes with instant scale, flexibility and openness to innovate. Choose a customer experience platform that delivers a true digital-first omnichannel experience to your customers, operational consistency across global sites and enhanced experience for your agents.

- Stop paying for more than you use: switch from hosted to cloud native model and pay-as-you-go.
- Eliminate complex, lengthy upgrades: roll out new features instantly.

- Make changes quickly: one admin tool with easy routing changes by user, not IT. In minutes not weeks!
- Gain greater reliability and flexibility: Instant hot failover and scalability across all your sites.
- Enable consistent multi-site operations: Get global routing and reporting across channels and sites.
- Scrap clunky, bolt-on solutions and eliminate multi versions: with a true all-in-one, unified solution.
- Protect your future: with an industry-leading, financially solid partner.

NICE inContact provides the most complete cloud customer experience platform with omnichannel routing, workforce optimization, analytics — all unified on a single enterprise-grade cloud platform.

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“We have a view of every single phone call, phone number, and contact ID. We know who is calling, and we never had that before. As fast as we can turn services on we're turning them on and we're impacting guest experience with every lever we pull.”

— John Zurn, Carlson Rezidor  
Live on NICE inContact  
within 60 days, from Avaya

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## Avaya Transition Expertise from Over 700+ Global Migrations

With over 700+ successful global migrations, we have continuously honed and refined our transition process and methodologies. Our customers have gotten immediate business results from these transitions as early as 60 days.

Over 700+ global migrations, including:



**5th** Largest US bank  
**6,000** Agents



**Top Publisher**  
**2,300** Agents



**Federal Government Agency**  
**2,500** Concurrent Agents

## Make your Transitions Risk Free and Seamless

Harvesting from multiple global transitions we have built prescriptive and repeatable Avaya specific processes, toolkits and accelerators that map Avaya terms, agent states, call flows and KPIs to NICE inContact CXone. They are built to ensure every transition stage is successful and thorough—right from Pre-sales, Discovery, Design, Implementation, Onboarding to Support. Some of the specific toolkits we have across these stages include **Avaya specific Prospect Discovery Questionnaire** at Discovery phase, **Avaya specific Business Requirements Document mapping Avaya terms** to NICE inContact CXone at Design phase, **Top Avaya parity reports** and several custom reports at implementation phase and **Avaya specific agent and supervisor transition trainings** at onboarding stage, just to name a few. And there is continuity and handshakes across every single stakeholder from Sales Engineers, Solution Architects, Implementation Managers, Onboarding Managers and Customer Success Advisors.

Our toolkits and accelerators ensure the process is repeatable, scalable and reliable.

- **Transition expertise and continuous feedback across all transition phases**—from pre-sales to go-live and continued success from deep understanding of your Avaya transition needs.
- **Thorough discovery process** with transition toolkits and accelerators mapping various Avaya key terms.
- **Faster onboarding and ramp up clearly** addressing change in agent and supervisor experience from Avaya to CXone.

- **Shorter time to value with assured business continuity** from prebuilt parity reports and additional custom reports to continuously measure and improve on business metrics.

## Gain a Partner for Continued Business Success

We partner with contact center leaders at every step of their journey to ensure business value realization and long-term success.

- **Exceed CX goals consistently** with a designated Customer Success Advisor working on periodic and personalized business reviews to ensure you exceed your CX goals, consistently.
- **Get faster support with lesser effort** through industry leading support model based on a single point-of-contact working in collaboration with a cross-functional technical team instead of the common tiered support model. Get a global 24/7/365 omnichannel technical support (via preferred channel—phone, chat, electronic case) and access to an active online Customer Community that features an enterprise-class knowledge base.
- **Customize your Service Experience** with monthly subscription packages with that range from convenient self-service support to full-service, enterprise-class “white glove” support with onsite options for all customers.

**Delight your customers and lower your costs** today!  
Start your transition journey with us, now!

## About NICE inContact

NICE inContact is the cloud contact center software leader, empowering organizations to provide exceptional customer experiences with the world's #1 cloud customer experience platform, NICE inContact CXone™. CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation.

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